



EMPLOYMENT OPPORTUNITY

Tri-City Mental Health Authority invites your application for the position of:

INFORMATION TECHNOLOGY SPECIALIST I (Part-Time)

HOURLY RANGE: \$24.8053 - \$32.2471 (DOQ)

DEADLINE TO APPLY: OPEN UNTIL FILLED

Tri-City is actively recruiting to fill one vacancy for the position of Information Technology (IT) Specialist I within our IT Department. Under supervision, the IT Specialist I will provide first level IT support to end users. The IT Specialist I will report to the IT Project and Service Desk Supervisor.

This position is responsible for a variety of ongoing responsibilities including, but not limited to:

- Provide direct, first-level support to users across the Agency and provide support to help desk/service requests.
- Helping set up hardware or software, diagnosing connectivity or data access problems, answering questions about hardware or software, and helping users access shared drives and devices.
- Set up audio/visual equipment, webinars, videoconferences, etc.
- Support the IT department and the Agency by troubleshooting systems and hardware, particularly after server migration or an organization-wide update.
- Identifies issues with new hardware or software and works with users or on the back end of servers to quickly resolve those issues and prevent delays.
- Prepare reports on hardware and software issues; Install, configure and maintain software and hardware systems; Assist in development and enhancement of IT systems.
- Analyze system issues and provide resolutions; Assist in maintaining Agency's asset inventory database and other databases and reports; Maintain information security throughout the Agency.

Like and follow us!



www.facebook.com/tricitymhs



www.twitter.com/tricitymhs



www.linkedin.com/company/tricitymhs

- Set up antivirus programs at work stations, implement policies for

TRI-CITY PART-TIME BENEFIT OVERVIEW:

SALARY: Merit increases available annually based on performance, budget availability and supervisor approval. Based on assigned duties, organizational structure, demonstrated level of proficiency/work performance, and budgetary authorization, a position may remain at the Clinical Therapist I or II level indefinitely.

SICK LEAVE: Employees earn 1 hour of paid sick leave for every 30 hours worked or 3 days.

PENSION: Enrollment in Lincoln Financial 401a Money Purchase Plan (MPP); Tri-City contributes 7.5%; no Social Security.

ADDITIONAL BENEFITS: EAP, Credit Union, and Bilingual Pay.

AN EQUAL OPPORTUNITY EMPLOYER

Tri-City does not discriminate on the basis of race, color, religion and religious creed, sex, gender, gender identity, gender expression, national origin, ancestry, citizenship status, age, marital status, disability, medical condition, genetic characteristics or information, sexual orientation, military and/or veteran status or any other basis protected by law. Tri-City maintains and enforces a zero-tolerance policy relating to substance abuse and maintains a smoke-free workplace.

<https://www.calopps.org/tri-city-mental-health-authority>

email security, and perform periodic data audits and backups to prevent information loss and unauthorized access.

- Maintain confidentiality and security of company documents and clients.
- Recommend process improvements to ensure system reliability, scalability, security, integrity and performance.
- Ensure that all access and distribution to protected health information is in compliance with federal, state, and agency regulations, including the Health Insurance Portability and Accountability Act (HIPAA) and The Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 ("HITECH Act"); and other duties as assigned.

QUALIFICATIONS

Associate's or Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or High School Diploma/GED and 1+ years of demonstrated work experience with computer desktop support in an enterprise level organization working in the support of a Windows computing environment. Experience with Microsoft Office & help desk software required. Must also have and maintain a valid Driver's License, have a satisfactory driving record and meet Agency vehicle insurance standards.

Any combination of education and experience that would provide the required knowledge, abilities and skills may be considered as qualifying. *Candidates may be hired above the minimum salary range depending on qualifications (DOQ).

APPLICATION & SELECTION PROCESS:

Applications will be received and reviewed through CalOpps website. Those candidates, whose applications indicate that they are most qualified, will be invited to attend an oral interview. If necessary a second and third oral interview will be conducted.

To apply, please visit our CalOpps Page at <https://www.calopps.org/tri-city-mental-health-authority>

You must apply online. Tri-City does not accept fax, email or copy applications. You may include a cover letter and resume; however, resumes are not accepted in lieu of completion of the online application. Questions regarding this recruitment can be directed to:

Email: hr-team@tricitymhs.org

ABOUT TRI-CITY

Tri-City Mental Health Authority is a public agency serving the diverse communities of Pomona, Claremont, and La Verne.

Established in 1960, Tri-City Mental Health Authority (TCMHA) was conceptualized as a comprehensive mental health service provider, dedicated to helping families and individuals of all ages reach their full potential. Through close and dedicated collaboration with the community it serves, TCMHA has successfully created an integrated system of care that ensures access and enhances mental and emotional health. Available services include but are not limited to psychotherapy, clinical case management, medication support, peer-to-peer support, psychoeducation, linkage and referral, vocational training and support, socialization activities, and community outreach.

<https://www.calopps.org/tri-city-mental-health-authority>